



Jane Dee Hull  
Governor

Phyllis Biedess  
Director

**ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM**  
*Committed to Excellence in Health Care*

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December 7, 1999

Dear Provider,

As we approach the year 2000, I want to assure you that the AHCCCS Administration's claims processing system and related systems have been extensively tested to ensure that they are Y2K compliant.

In the event that unforeseen Y2K-related problems do occur, we have developed a contingency plan to minimize the impact on the timely processing of fee-for-service claims. I would like to share with you the key components of our contingency plan.

- We are making every effort to complete processing of all claims before the end of the year. You can help us in this effort by submitting claims as early as possible and not waiting until the last week of December to submit monthly claims for payment. Remember, however, that services must be completed prior to claims submission.
- In the event that we are temporarily unable to process and pay claims after January 1, 2000, additional staff will be assigned to ensure that any backlog in adjudication and payment of fee-for-service claims is eliminated as quickly as possible.
- We will undertake an extensive QC process of claim edits, pricing, etc. for the first 90 days of the new year to ensure that all systems are functioning correctly and to minimize any adverse impact on our providers.

Let me re-emphasize that our claims processing system and related systems have been extensively tested, and we are confident that they will process claims accurately and efficiently after January 1.

Thank you for your service as an AHCCCS provider. We look forward to working with you in the coming year.

Sincerely,

[Signed]

Lori A. Petre  
Claims Administrator  
Division of Business and Finance